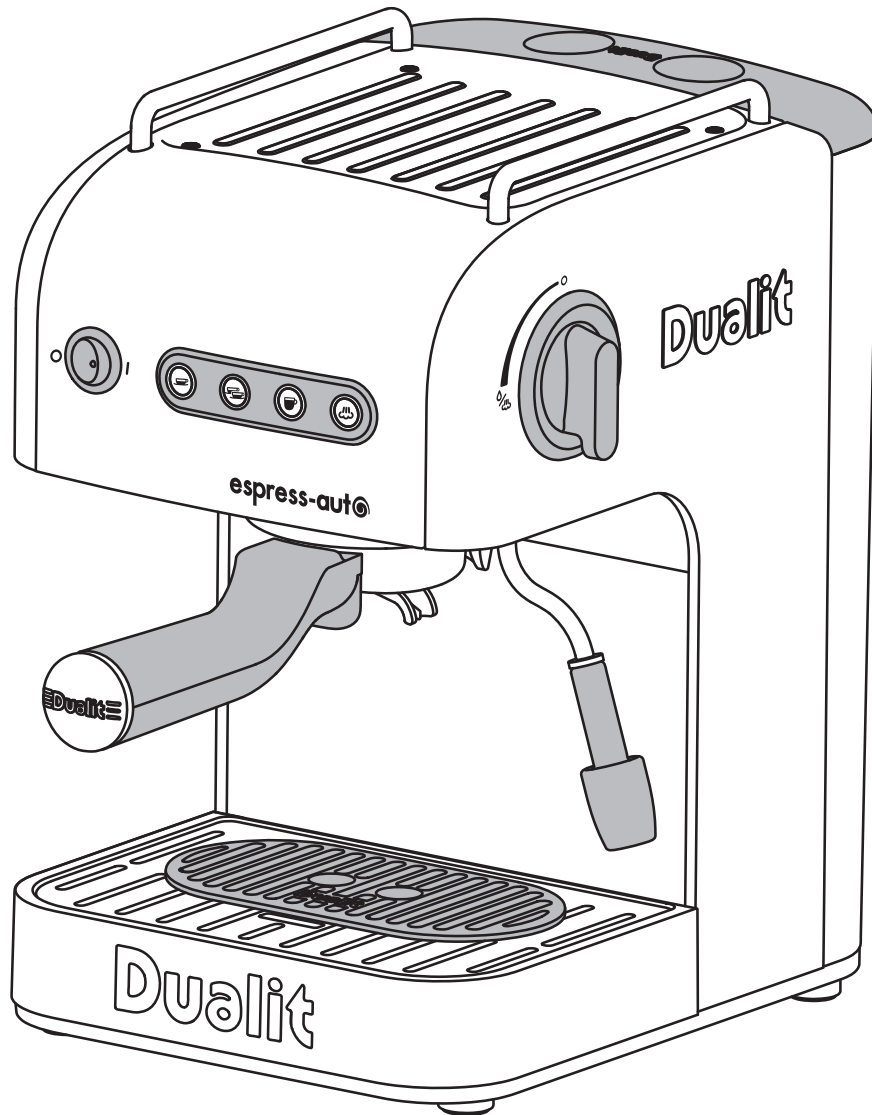


# Espress-Auto 3in1 Coffee Machine

Instruction Manual & Guarantee

**Dualit**<sup>®</sup>  
Since 1945



# YOUR ESPRESSO-AUTO 3in1 COFFEE MACHINE

High pressure espresso machines, such as your new Dualit Espresso-auto 3in1 coffee machine, require constant care and maintenance to prolong their life.

Please remember to:

- **Rinse through and wipe the steam wand after every use**
- **Descale your machine on a regular basis**


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# SAFETY PRECAUTIONS

## READ ALL INSTRUCTIONS

BEFORE USING THE ESPRESSO-AUTO 3IN1 COFFEE MACHINE. KEEP THESE INSTRUCTIONS FOR FUTURE REFERENCE.

- **WARNING:** This appliance must be earthed.
- Ensure that the voltage of the appliance corresponds to that of the mains supply. Do not place the coffee machine on a metal tray or other metal surface during use.
- This appliance can be used by children aged from 8 years and above if they have been given supervision or instruction concerning use of the appliance in a safe way and if they understand the hazards involved. Cleaning and user maintenance shall not be made by children unless they are older than 8 and supervised. Keep the appliance and its cord out of reach of children aged less than 8 years.
- Appliances can be used by persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved.
- Children shall not play with the appliance.
- If there is internal water leakage, do not operate the coffee maker and unplug it at once in order to avoid electric hazard.
- To prevent damage to the appliance do not use alkaline cleaning agents when cleaning, use a soft cloth and a mild detergent.
- Steam and hot water hazard. Do not get into direct contact with hot water and steam.
- Do not throw away the appliance with the normal household waste at the end of its life, but hand it in at an official collection point for recycling. By doing this, you help to preserve the environment 
- Do not lift the appliance up using the water reservoir or cup rails. Only hold the appliance body. Unplug and allow to cool prior to moving.
- Do not place the appliance on a polished wood or permeable surface, it could damage the surface.
- Do not place on a tray or surface that may collect liquid.
- Do not place the appliance over or close to sources of heat such as electric rings, hot ovens or open flames.
- The use of extension cables not authorised by the manufacturer may cause damage or accidents.
- Do not use the appliance without water as this may cause the pump to burn out.
- The power supply cable should not be allowed to come into contact with hot surfaces.

- Do not leave this appliance unattended.
- Unplug the appliance from the mains before cleaning or maintaining. For details, please refer to CLEANING SECTION
- Do not leave the appliance in a room with a temperature below 0°C, as any water remaining in the appliance could freeze and cause damage.
- Before refilling the water reservoir, unplug the appliance from the mains.
- Do not overfill the water reservoir.
- Do not use sparkling water (with carbon dioxide).
- Never fill the reservoir with hot or boiling water.
- Only use the appliance with the drip tray correctly fitted.
- The appliance is not designed for commercial or industrial use; it is for domestic use only.
- Do not touch the metal parts, the filter holder or its housing when the appliance is in use, as this may cause burns or scalding.
- Do not operate this appliance with a damaged cord or plug. If the supply cord is damaged, it must be replaced by Dualit Ltd, its service agent or a similarly qualified person in order to avoid a hazard.
- This appliance conforms to directive 2004/108/EC regarding electromagnetic compatibility.
- Do not immerse in water or other liquids.
- Do not operate on an uneven surface.
- Turn the appliance off and unplug when not in use.

## SAVE THESE INSTRUCTIONS

## BEFORE FIRST USE

Unpack the box with care, keeping all the packaging materials until you are satisfied everything is present and in working order. Once satisfied remove any tags from the coffee system and recycle the packaging appropriately.

## THE 3IN1 COFFEE MACHINE MUST BE FLUSHED THROUGH WITH WATER BEFORE THE FIRST USE.

1. Follow the instructions as if priming the appliance, page 8, leave the filter holder or NX adapter empty, i.e. no ESE pod, no NX capsule and no ground coffee.
2. Empty the whole water tank through the steam wand and coffee filter; this will rinse the internals ready for brewing coffee.
3. Before they are used the filter holder, measuring spoon, filters, water tank and froth nozzle must be washed with detergent and lukewarm water, then rinsed and dried.



# KNOW YOUR ESPRESSO-AUTO 3in1 COFFEE MACHINE

AUTO DOSING BUTTONS

ESPRESSO  
Preset 35ml

DOUBLE ESPRESSO  
Preset 70ml

CUP  
Preset 150ml

POWER ON/OFF SWITCH

POWER INDICATOR  
ILLUMINATED WHEN ON

BREWHEAD, SHOWER HEAD  
AND GASKET

FILTER HOLDER

REMOVABLE DRIP TRAY  
AND NON-SLIP MAT

TRAY FULL INDICATOR

NON-SLIP RUBBER FEET

MAINTENANCE KIT	
	20X FILTER PAPERS
	FILTER PIN
	STEAM PIN

CUP WARMING PLATE WITH RAIL

1.5 LITRE REMOVABLE WATER TANK

STEAM/WATER FLOW CONTROL

STEAM BUTTON

STEAM WAND

FROTH NOZZLE

ESE POD FILTER

1 CUP FILTER

2 CUP FILTER

7g MEASURING SPOON WITH  
INTEGRATED TAMPER

NX ADAPTER  
AND SEAL

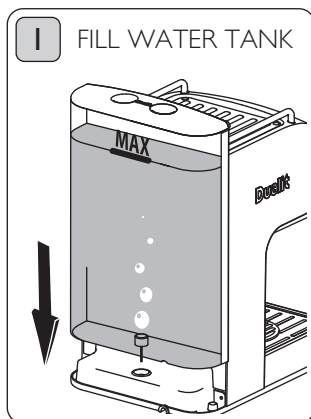
NX HOLDER

NX FILTER PLATE

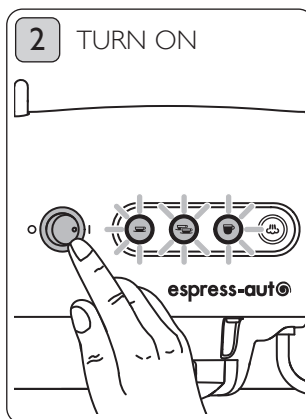
All illustrations are for representation only, your model may vary from illustrations shown.

# PRIMING - BEFORE EACH USE

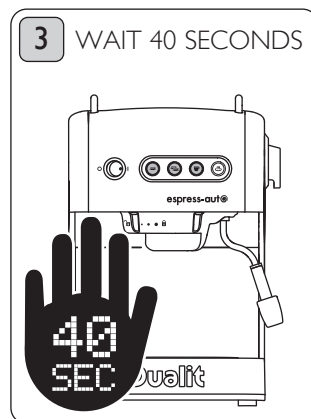
The brewhead, filter holder and cup must be the correct operating temperature before the first use. Thereafter subsequent cups must be pre-warmed before **EACH** coffee.



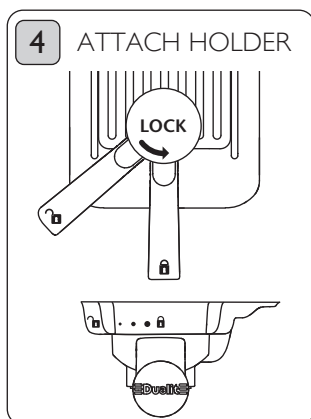
Fill the water tank with water; do not go above the 'MAX' mark. You will see air bubbles at the connection when correctly located.



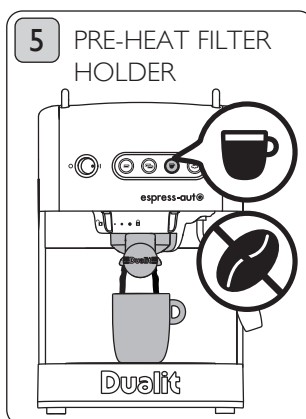
Plug in the power cord. Set the power switch to 'ON'. The auto dosing buttons will flash blue. The thermobloc is now heating the water.



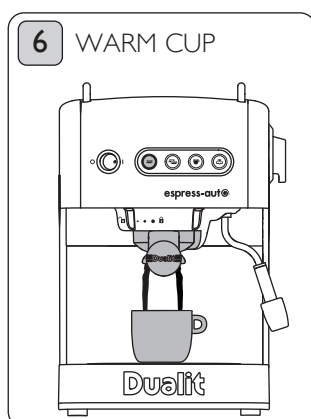
The auto dosing buttons will turn solid blue once the temperature is correct for extraction. If you're in a hurry you can use the Auto start feature (see page 15).



Align the holder with the open lock symbol, insert, then rotate 45° to the closed lock symbol.



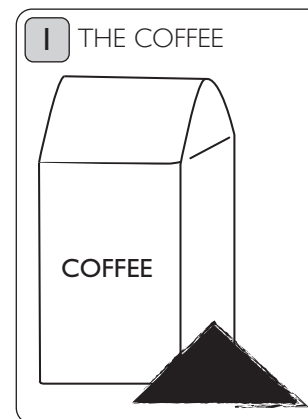
Dispense a cup full of water through the machine by pressing the cup button. Ensure **NO** coffee is in the filter holder.



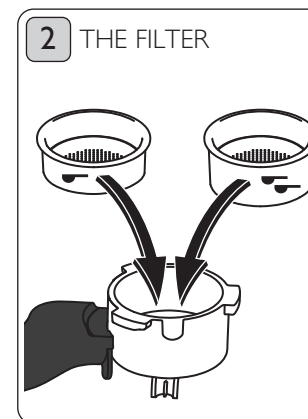
If you like your coffee extra hot, the serving cup must be warmed through before **EACH** coffee. Dispense a cup full of water, then discard the water. Your machine is now ready to go.

# USING GROUND COFFEE

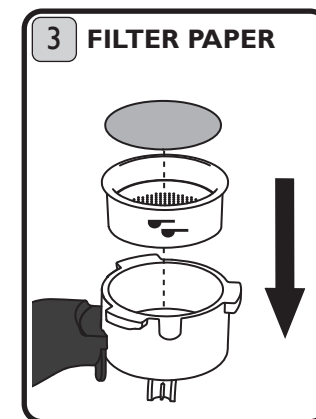
Select the filter holder with a black handle. Ground coffee has a three-day shelf-life, so grind only what you need. Use a medium grind suitable for espresso machines too fine might block your filter.



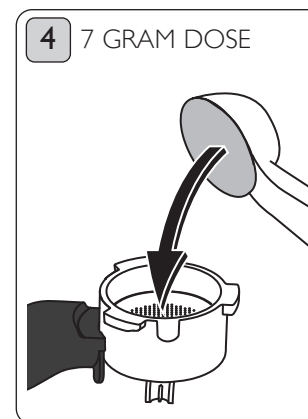
Freshly grind your beans using setting 3-5 on the Dualit coffee grinder or use a pre-ground coffee suitable for espresso machines.



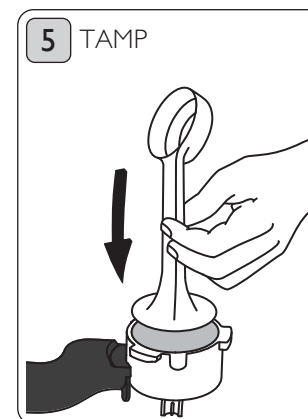
Select the appropriate sized cup filter depending on whether you are making one espresso, a double or two singles. Make sure it's dry.



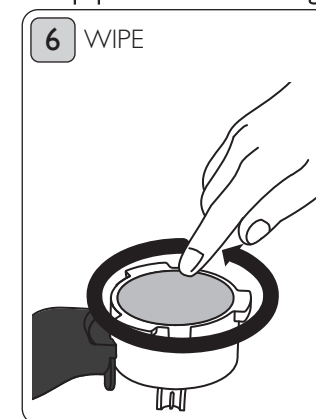
**IMPORTANT NOTICE:** Some very small coffee grounds can block the cup filters. To prolong the life of your machine use the enclosed filter papers with each serving.



Using the measuring spoon, measure out one level spoon per serving into the cup filter. Use 2 level spoons if using the 2 cup filter.



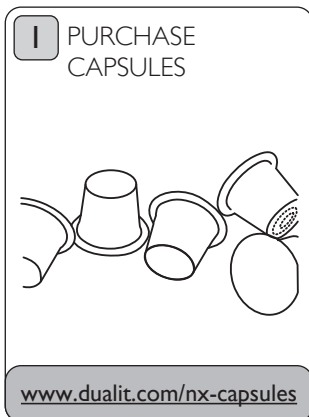
With the other end of the measuring spoon, 'tamp' the coffee grounds **LIGHTLY**. Tamping too hard, will stop water flowing through the ground coffee.



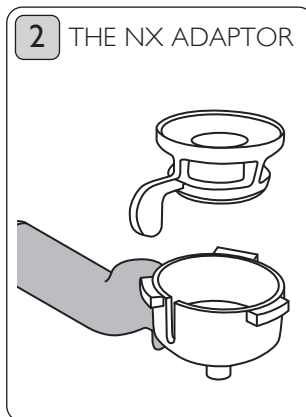
Wipe the edge of the cup filter clean. If you don't, a water tight seal will not form and water or coffee will leak from the brewhead.

# USING NX COFFEE CAPSULES

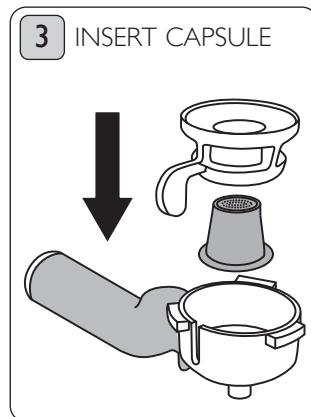
Select the NX holder with the grey handle. Every NX capsule is a sealed masterpiece of flavour, character and just-roasted taste. Choose your favourite, unlock the aroma and enjoy.



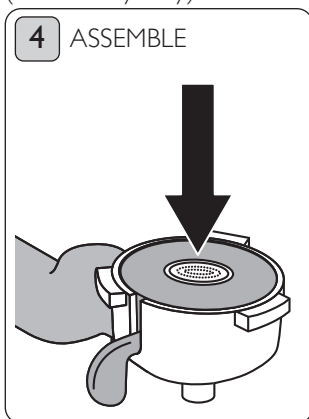
NX coffee capsules are available directly from retail outlets, [www.dualit.com/nx-capsules](http://www.dualit.com/nx-capsules) or call Dualit sales on 01293 652 500 (UK delivery only).



Select the NX adaptor and NX holder. **This holder and adaptor is for use with Dualit NX capsules only.**



Place the capsule in the NX holder and align the adaptor.

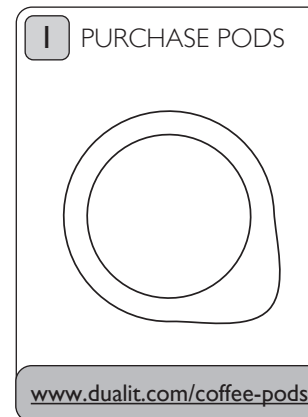


Lower the adapter to assemble and lock capsule in holder.

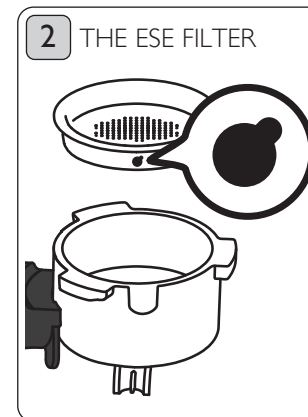


# USING ESE COFFEE PODS

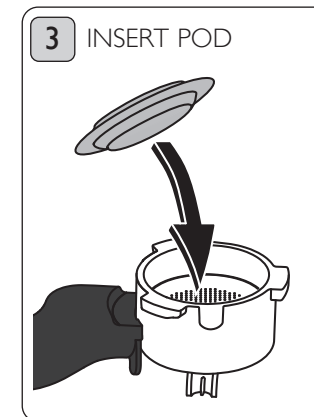
Select the filter holder with the black handle. ESE (Easy Serving Espresso) pods are individually wrapped and pre-tamped ensuring the perfect espresso every time. Look for the ESE logo on compatible coffee pods.



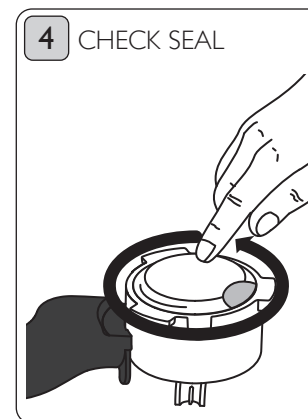
Coffee pods are available directly from retail outlets, [www.dualit.com/coffee-pods](http://www.dualit.com/coffee-pods) or call Dualit sales on 01293 652 500 (UK delivery only).



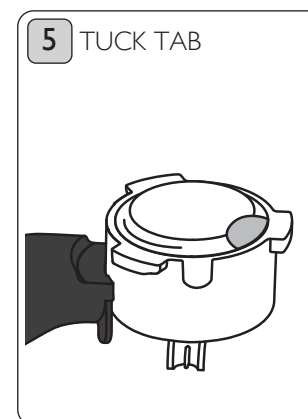
Select the ESE pod filter and snap into the filter holder.



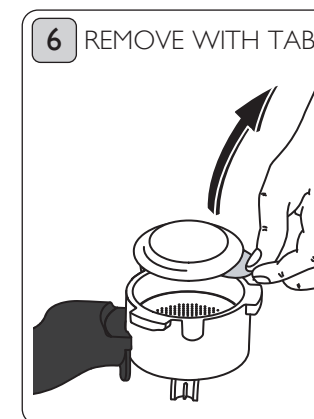
Place one fresh coffee pod into the ESE filter. Each pod is individually wrapped so you only use what you need.



Make sure there is no gap between the pod and filter edge, or water will flow round the pod and your espresso will be diluted.



Make sure all the paper is tucked inside the filter before attaching the filter holder to the brewhead.

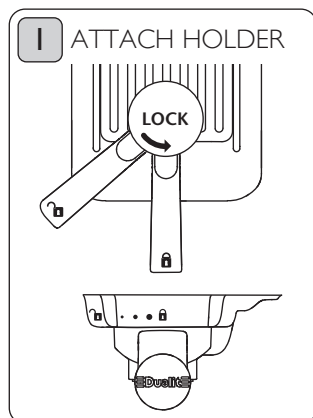


Use the tab to remove the pod once the coffee has been made.

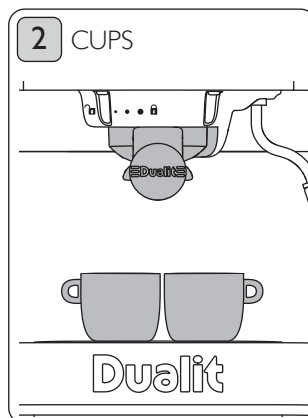


# THE ESPRESSO SHOT

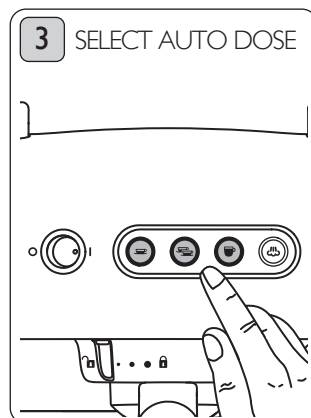
You are looking for an espresso with a 2 - 3mm crema and a rich, dark brown colour underneath.



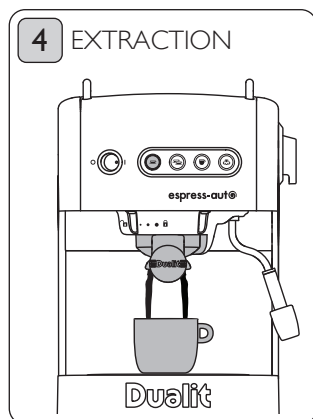
Align the holder with the open lock symbol, insert, then rotate 45° to the closed lock symbol.



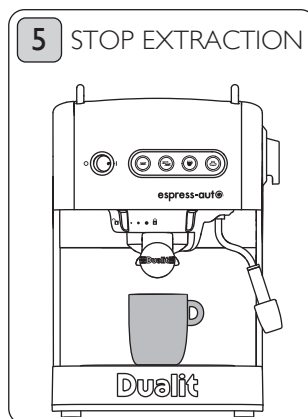
Place 1 or 2 warmed espresso cups or a cup under the nozzles of the filter holder. Make sure your cups are directly under both nozzles.



To extract your espresso, Press the chosen auto dosing button. (see page 6 & 25)



The espresso will flow out of the filter nozzles. This may take a few seconds. Only the selected button will remain lit.



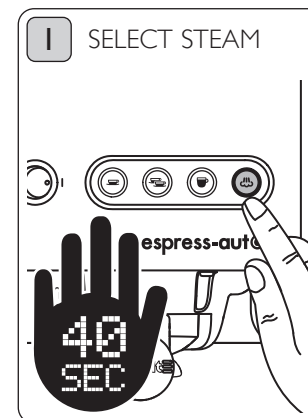
When the correct dose of coffee has been dispensed the machine will automatically stop dispensing. All the auto dosing buttons will be lit when ready for the next extraction. Unplug when not in use.



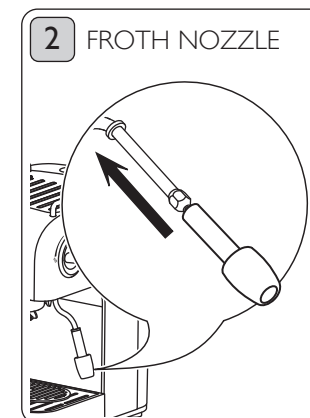
When using the filter holder, knock out the grounds over a bin. Rinse the filter under running water to remove any coffee grounds. Use the filter pin to unblock the filters or NX adaptor if required.

# FROTHING MILK

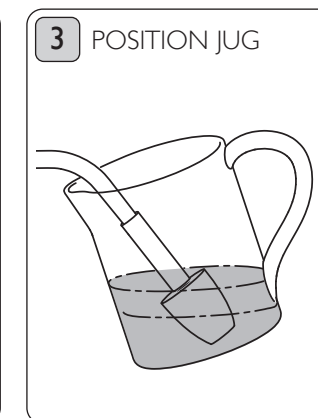
**IMPORTANT NOTICE:** After each use, wipe the steam wand & flush the inside of the wand by dispensing water through the wand.



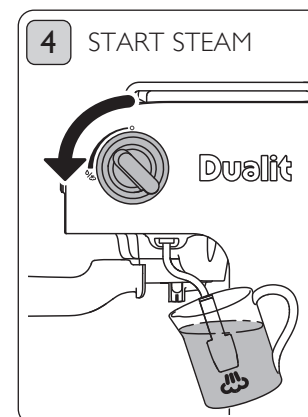
Press the steam button. It will flash red until the temperature is correct for steam, then it will turn solid red.



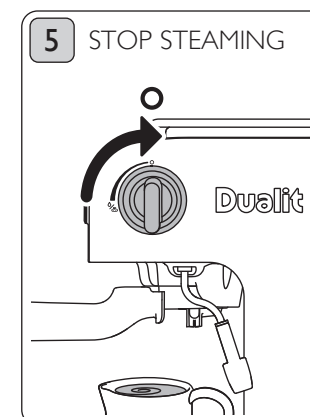
Put the froth nozzle on the end of the steam wand. **Caution: Wand may be hot.**



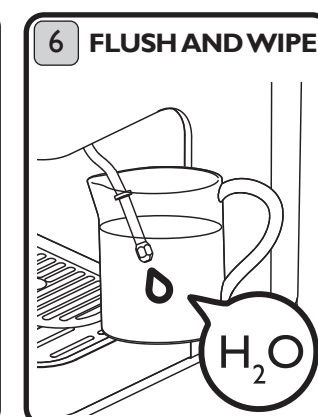
Use 75 - 200ml of cold semi-skimmed milk in a stainless steel jug. Position the head of the froth nozzle just under the surface of the milk.



To start steaming turn the flow control knob slowly between the 'off' and the 'steam / water' position to adjust the flow of steam. You will hear the pump operating; this is quite normal.



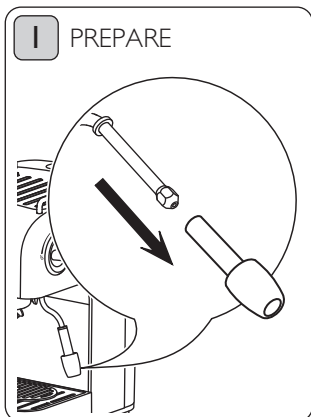
To stop steaming, turn the flow control knob to the 'off' position. Press any button to exit the steam function. The pump will operate to reduce the temperature to optimum coffee temperature.



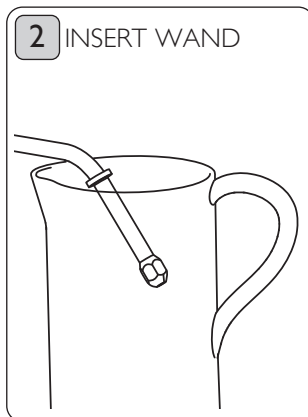
**IMPORTANT NOTICE:** After each use, flush the steam wand by dispensing water (see page 14) or steam to remove any milk residue from inside the steam wand. Wipe the steam wand. Unplug when not in use.

# DISPENSING HOT WATER

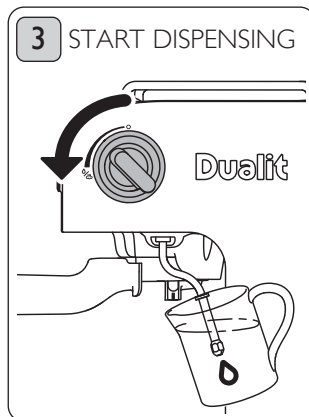
CAUTION: WATER WILL BE HOT AND BE DISPENSED AT HIGH PRESSURE. SUBMERGE THE WAND TO REDUCE SPLASHING.



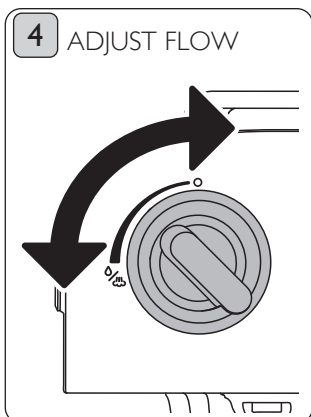
Remove the froth nozzle from the steam wand.  
**Caution: Wand may be hot.** Ensure the water tank is filled with water.



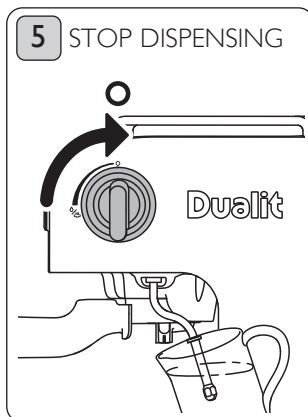
Insert into a deep jug or teapot and point the wand to a side wall to reduce splashing.



Turn the flow control knob to the steam/water position. It will start with a continuous flow then start to pulse. This is normal.



The flow of water can be adjusted by turning the control knob between the 'off' and the 'steam/water' position.



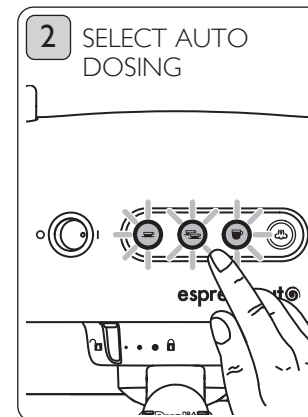
To stop the flow, turn the flow control knob to the 'off' position. Unplug when not in use.

# ADVANCED FEATURES

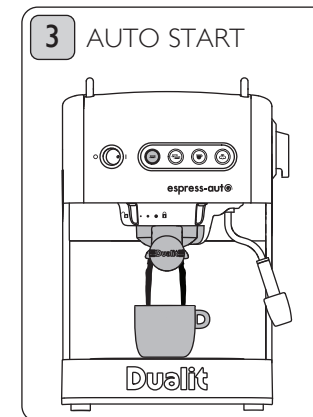
## AUTO START

The auto start feature allows you to pre select your dose. Once heated up it will automatically dispense your coffee.  
If you like your coffee extra hot prime before use (see page 8)

- 1 SET UP HOLDER**  
Select your preferred coffee and attach filter or NX holder (see page 9-11).



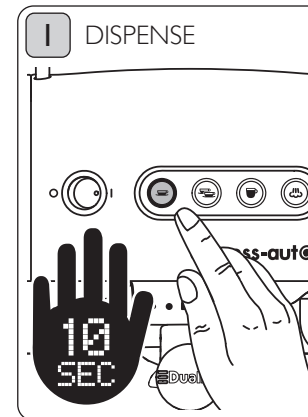
Set the power switch to 'ON'. The lights will flash. Press the desired auto dosing button. The selected button will continue to flash.



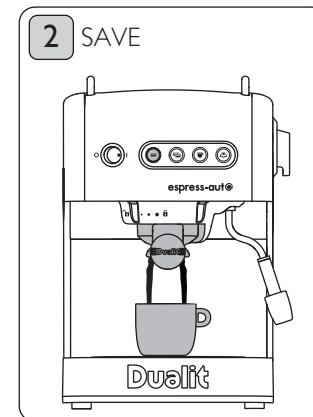
The light will go solid once the thermobloc is at the correct operating temperature and automatically dispense coffee.

## DOSING MEMORY

The auto dosing buttons can be programmed to fit your desired cup size.



Hold down the relevant auto dosing button for ten seconds. The machine will start to dispense. Press the same button again when the desired amount of has been dispensed.



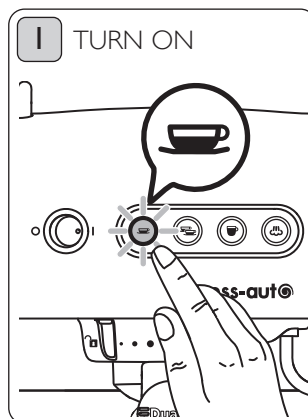
Your preference is now saved. The coffee machine remembers this dispense volume, so the next time the button is pressed the same amount of coffee is dispensed.



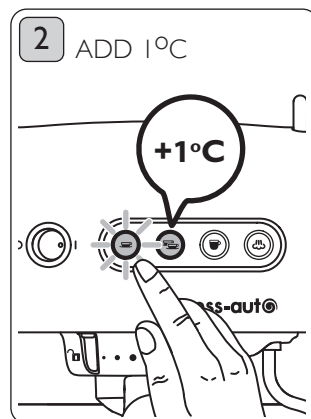
# ADVANCED FEATURES (continued)

## TEMPERATURE BOOST

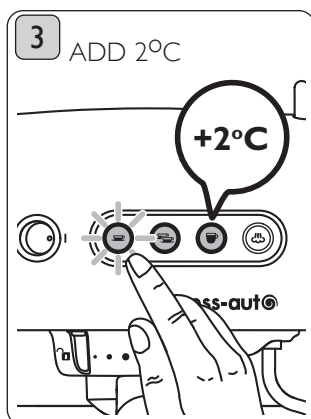
The temperature boost feature allows you to increase the temperature by up to 3°C.



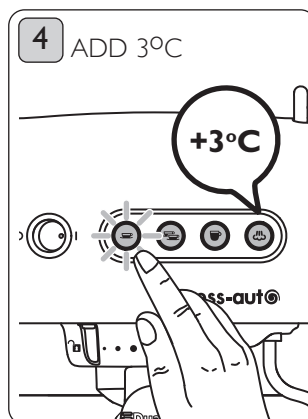
Ensure the machine is switched off. Hold down the espresso button and turn on the machine. The espresso button will always flash in temperature boost mode.



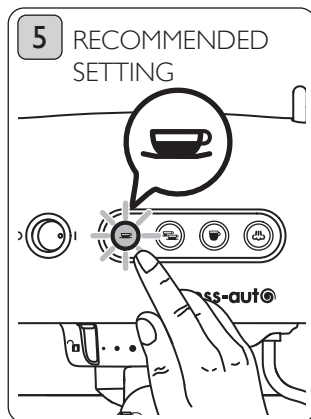
Press the espresso button once. the double espresso button will light up solid. This will add 1°C to the temperature.



Press the espresso button again. the double espresso and large cup button will light up solid. This will add 2°C to the temperature.



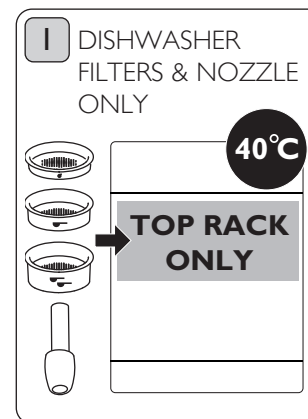
Press the espresso button again. the double espresso, large cup and steam button will light up solid. This will add 3°C to the temperature.



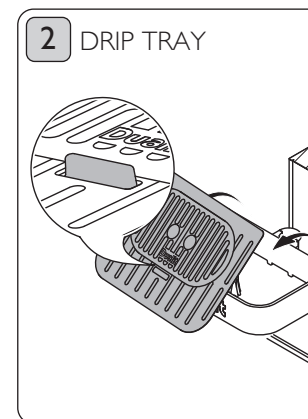
Press the espresso button again to return to the recommended setting. Once you have selected your desired temperature turn the machine off to save the setting.

## CLEANING - AFTER EACH USE

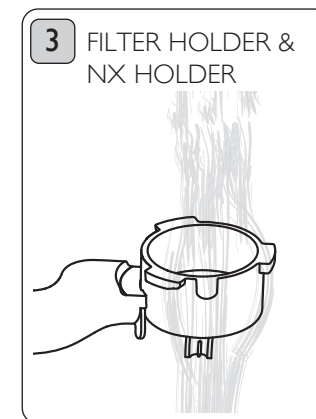
BEFORE CLEANING, MAKE SURE THE MACHINE IS SWITCHED OFF, UNPLUGGED AND ALLOWED TO COOL.



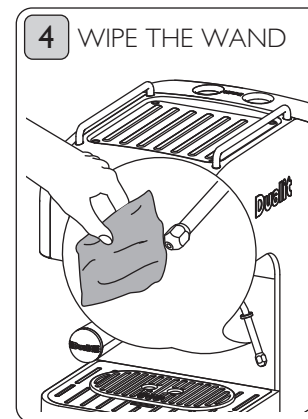
Dishwasher filters & froth nozzle on wash cycle below 40°C. Put on top rack only & remove prior to drying cycle. **Do not wash any other parts in the dishwasher.**



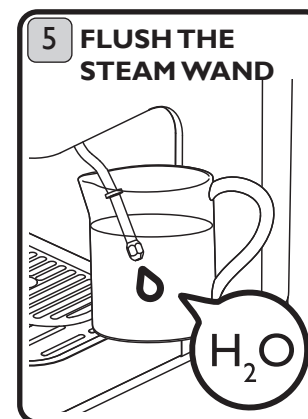
Empty the drip tray regularly. If the red tray full indicator is visible, empty immediately. Remove the non-slip mat and rinse after each use.



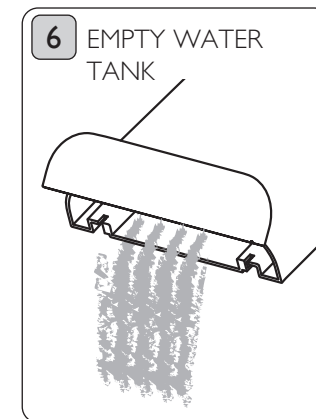
Wash holders under running water to remove any dried coffee. **Do not wash in the dishwasher.**



After each use, clean the wand with a damp cloth. There should be no milk residue visible.



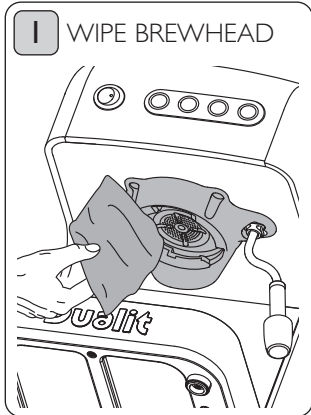
**IMPORTANT NOTICE:** After each use, flush the steam wand by dispensing water or steam, this will remove any milk residue from inside the steam wand and remove nut



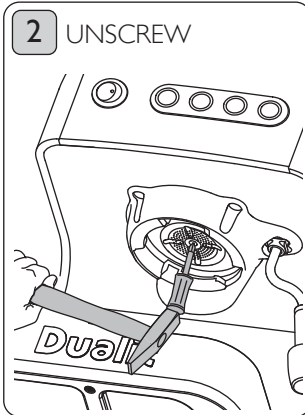
Empty and rinse out after each session and refill with fresh water just before you make your next round of espresso.

# CLEANING - MONTHLY

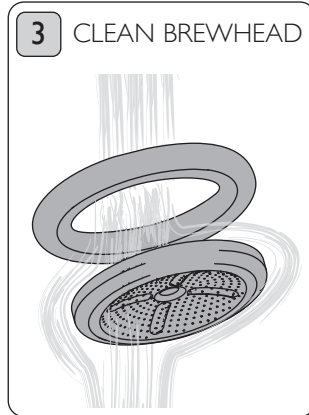
BEFORE CLEANING, ENSURE THE MACHINE IS SWITCHED OFF, UNPLUGGED & ALLOWED TO COOL. USE NX CAPSULES OR ESE PODS TO REDUCE FREQUENCY OF CLEANING.



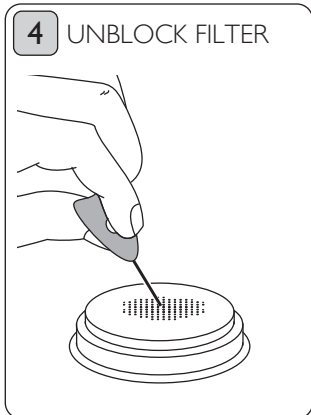
**Wipe the entire brewhead area and ensure it is completely free of coffee grounds.** Fine coffee grounds can block the showerhead.



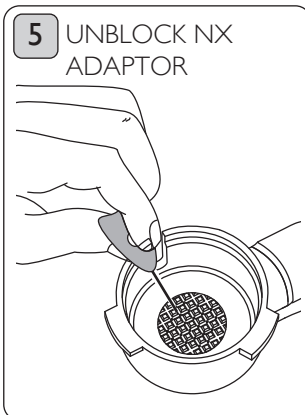
Using a screwdriver and hammer, **gently** tap the screw to dislodge any dried coffee. Then unscrew anti-clockwise.



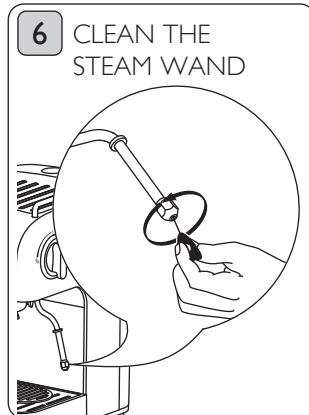
Thoroughly clean the showerhead and gasket to remove any coffee grounds. Use the filter pin to unblock or rinse in suds.



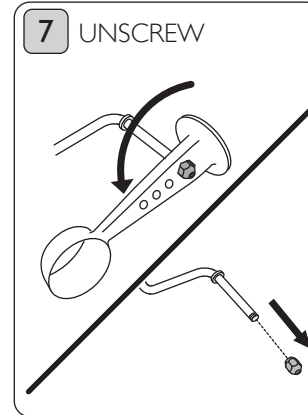
Filters often get blocked with prolonged use. To unblock, use the filter pin and push through the central hole on both sides of the filter to unblock.



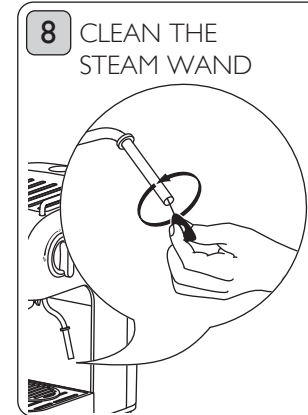
The filter plate on the NX adaptor can get blocked with dried coffee. To unblock, use the filter pin to clean between the grooves.



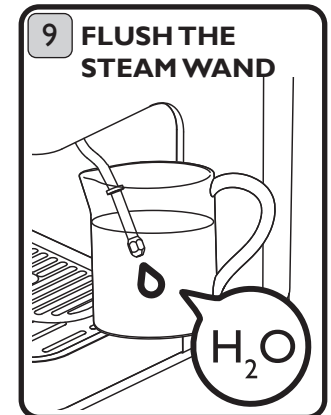
Use the steam pin to remove dried milk from inside the steam wand nut. If this clears the blockage then jump to fig. 9, if not then follow fig. 7 & 8.



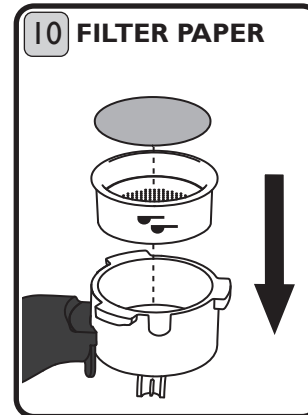
Locate the measuring spoon onto the steam wand nut. Unscrew anti-clockwise and remove.



Use the steam pin to remove dried milk from inside the steam wand. Use the measuring spoon to place the nut back on the steam wand & screw clockwise.



**IMPORTANT NOTICE:** Turn on your machine. Flush the steam wand by dispensing water or steam to remove any milk residue from inside the steam wand.



Remember to use filter papers. These can help to prevent filter blockages. These are available directly from [www.dualit.com](http://www.dualit.com) or Dualit sales on 01293 652 500 (UK delivery only).

# DESCALE REGULARLY

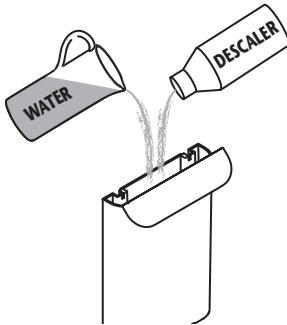
**IMPORTANT NOTICE:** PRODUCT FAILURE DUE TO THE BUILD UP OF LIMESCALE IS NOT COVERED BY GUARANTEE - **DESCALE REGULARLY.**

## 1 THE DESCALER



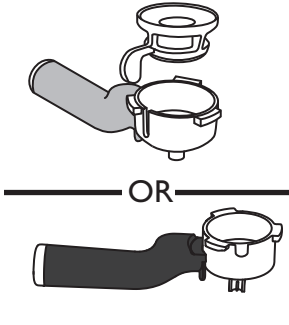
Ensure the descaling product is suitable for coffee machines. **DESCALE ONCE A MONTH IN HARD WATER AREAS**

## 2 FILL TANK



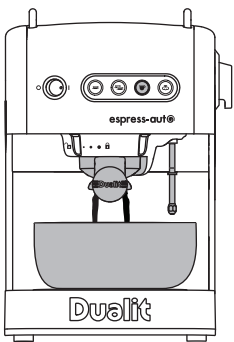
Fill the water tank with the descaling solution. **FOLLOW THE INSTRUCTIONS ON THE PACK.**

## 3 FILTER HOLDER & NX HOLDER



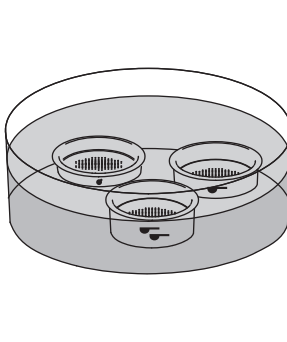
Choose the holder you use regularly. Or if you use both then cycle between the two holders.

## 4 DESCALE



Place a large container on the drip tray. Cycle between dispensing through brew-head and steam wand. Continue until the tank is empty.

## 5 DESCALE FILTERS



Place the filters in a container and soak in descaling solution.

## 6 RINSE TANK AND FLUSH



Rinse the water tank and fill with water. Operate as if making coffee and **flush water through the machine.** This will remove any traces of the descaling solution.

# BARISTA TRAINING

The Dualit 3in1 Coffee machine brings coffee shop style coffee into your home, Let's start with a quick training session and turn you, the coffee drinker, into a barista...

## THE PERFECT COFFEE

You are looking for an espresso with a 2 - 3mm crema and a rich, dark brown colour underneath (the exact colour will depend on the bean you have chosen).

- It should have a taste that is full of flavour (whether mild and subtle or rich and strong) and should not be bitter. It should stay hot to the bottom of the espresso.
- A espresso shot should be 35ml extracted from 7g of ground coffee.
- A cappuccino should comprise an espresso topped with steamed milk and a head of froth. The proportions are roughly equal.
- The milk should be steamed for long enough to ensure the cappuccino (or latté) is hot when served.
- A caffè latté contains one-third espresso and nearly two-thirds steamed milk, the milk should be fully frothed, giving the latté a more velvety texture.

# BARISTA TRAINING

There are 6 components to making a great cup of hot coffee. Get all these right and you'll have the perfect coffee, whether it's a straight shot of espresso or a 'combo' like a latté or cappuccino.

## 1 THE RIGHT CHOICE OF COFFEE BEANS

There are two main types of bean; within each type there are numerous varieties that are usually identified by their geographical region.

**ARABICA:** Low in caffeine, low in acidity, high in flavour and aroma.

**ROBUSTA:** Twice the amount of caffeine, high in acidity and low in flavour and aroma.

The roast will affect the strength and flavour of the coffee. Generally the darker the roast the stronger the coffee will be.

Try beans from around the world. As with wine, the soil, climate and cultivation methods all affect the taste of the coffee, producing anything from a mild, mellow blend to a rich, dark roast.

Whole beans will keep for fourteen days in an air-tight container or 45 days in the freezer. Divide a big bag of beans into several smaller containers before freezing so you only open what you require.

## 2 THE GRIND

Espresso machines need coffee with a fine grind as a coarser grind will affect the rate of extraction. You'll know when you've got it right because you'll have a dense 2-3mm crema on the surface of your coffee.

**TOO COARSE:** This will under-extract, giving you brown water but no flavour.

**TOO FINE:** This will over-extract, giving you a bitter flavour.

## 3 WATER

The perfect temperature for brewing coffee is just below boiling point. Boiling water will burn the ground beans and the coffee will taste bitter. A lower temperature won't extract the oils or flavour from the bean.

Your Dualit coffee machine will heat the water to the perfect temperature every time you make an espresso.

## 4 DOSING AND TAMPING

Your Dualit coffee machine comes with a 7g measuring spoon/tamper.

Compacting the coffee firmly and uniformly (but not too tightly) forces the water through the coffee grounds in a way that extracts the best flavour. Tamping too hard, will stop water flowing through the ground coffee.

A good barista will tamper by pressing the grounds gently without tapping the filter holder, then twisting slightly to 'polish' the surface of the compacted coffee.

# BARISTA TRAINING

## 5 FROTHING OR STEAMING

Steaming or frothing introduces tiny bubbles of air into the milk, giving it a velvety texture. Cappuccinos and lattés both use frothed milk, but a latté has a more velvety texture as the milk is frothed from the bottom of the jug – only the top 1cm of a cappuccino comprises frothed milk.

You will produce better, hotter frothed milk if you use a stainless steel jug. Make sure there's enough milk in it to allow the steamer to do its job properly.

For best results use cold milk – full-fat, the higher the fat content of the milk, the lighter the froth will be.

Don't let milk boil – ideally it should reach 70-75°C. Once it reaches 79°C you will lose the froth. Listen to the sound of the frothing; when it is ready the sound of the frothing will become quieter.

## 6 THE CUP

Coffee should always be served in a warm cup, this will keep the coffee hotter for longer and enhance the aroma.

An espresso shot in particular will get cold very quickly if poured into a cold cup. For this reason your cups must be pre-warmed before EACH use (see page 10).

# RECIPES

Once the espresso is extracted (the basis of most coffee drinks) add water or milk to the coffee to create different types of drinks.

## WITH WATER...

**AMERICANO** style coffee is made with hot water topped with an espresso. This gives a similar strength (but different flavour) to a filter coffee machine.

**LONG BLACK** is similar to Americano, but prepared in a different order (espresso is added to water instead of vice versa).

**LUNGO** is different from an Americano. It is usually a double shot of espresso run through the machine; all the water runs through the beans, as opposed to adding water.

**RISTRETTO** is an espresso made with less than the usual amount of water, filling a small espresso cup half-full of very strong coffee.

Filter	Max extraction volume (ml)
NX	35
ESE	35
Single	35
Double	75-150

For longer drinks see Americano recipe

## WITH MILK...

**CAPPUCCINO** comprises equal parts of espresso coffee, milk and froth, sometimes sprinkled with cinnamon or powdered cocoa.

**CAFFÈ LATTE** is often called simply latte. It is espresso with steamed milk, traditionally topped with the froth created when steaming the milk.

A latte comprises one-third espresso and nearly two-thirds steamed milk. More frothed milk makes it weaker than a cappuccino. A latte is also commonly served in a tall glass; if the espresso is slowly poured into the frothed milk from the rim of the glass, three layers of different shades will form, with the milk at the bottom, the froth on top and the espresso in between.

**MOCHA** is a latte with chocolate added.

**CAFFÈ MACCHIATO** Macchiato meaning 'marked' or 'spotted' is an espresso with a little steamed milk added to the top, usually 1–2 oz, sometimes sweetened with sugar or flavoured syrup.



# TROUBLESHOOTING GUIDE

**IMPORTANT: FAILURE TO DESCALE AND CLEAN YOUR MACHINE WILL INVALIDATE YOUR GUARANTEE.**

Problem	Test	Result	Solution(s)
No coffee flowing from brewhead	<b>THE TAMP TEST</b> Dispense water through the brewhead with the cup filter in place. Ensure <b>NO</b> coffee is in the filter. If you see no water after 7 seconds <b>STOP</b> the test.	No water	1. Water tank is not correctly seated in position. Locate water tank (see page 8, fig 1).
		Water flow improves	1. The showerhead and cup filter may be blocked. Clean showerhead (see page 18, fig 3) and cup filter (see page 18, fig 4).  2. You may be tamping too hard. <b>LIGHTLY</b> 'tamp' the coffee grounds (see page 9, fig 5).  3. The cup filter is blocked because the coffee grind is too fine. Ensure you are using setting 3-5 on the Dualit coffee grinder or use a pre-ground coffee suitable for espresso machines. Clean the cup filter (see page 18, fig 4).  4. There is too much coffee in the cup filter. Use the measuring spoon (see page 9, fig 4).
Problem	Possible cause(s)		Solution(s)
No steam flowing from steam wand	1. Water tank is not correctly seated in position.		1. Locate water tank (see page 8, fig 1).
	2. Steam wand is blocked.		2.1. Clean steam wand (see page 18-19, fig 6-8). 2.2. Descale (see page 20). 2.3. If you are unable to unblock your steam wand then contact Dualit on 01293 652 500 for advice or spare parts.



# TROUBLESHOOTING GUIDE

Problem	Possible cause(s)	Solution(s)
<b>Coffee leaking from the brewhead</b>	1. Dried coffee on the gasket.	1. Clean gasket (see page 18, fig 3).
	2. ESE pod or NX capsules not seated correctly.	2. Check the capsule is in place. If using ESE pod, tuck the tab under (see page 11, fig 4-5).
	3. Blocked brewhead.	3. Clean showerhead (see page 18, fig 3).
	4. Damaged brewhead gasket.	4. To obtain a new gasket contact the Dualit customer helpline on +44 (0)1293 652 500 (09:00 to 17:00 Monday to Friday).
<b>Water dripping from the brewhead when steaming</b>	1. Excess water in the brewhead is left over from previous operation	1. This is not cause for concern. This will automatically stop when the machine has finished steaming.
<b>My machine is making a loud and continuous pumping noise</b>	1. Water tank is not correctly seated in position.	1. Locate water tank (see page 8, fig 1).
	2. Water tank is empty.	2. Fill water tank (see page 8, fig 1).
<b>My machine has stopped during use</b> The auto dosing and steam buttons are flashing	1. Water tank is empty.	1. To prevent an air lock firstly remove the filter holder. Fill water tank (see page 8, fig 1). Your machine is now ready to extract your next coffee (see page 12).
<b>My machine is not working</b> The lights are off and the machine ceases to operate	1. Fuse may have failed.	1. Check and replace the fuse.  2. Contact the Dualit customer helpline on +44 (0)1293 652 500 (09:00 to 17:00 Monday to Friday).
<b>My machine is not dispensing correct amount of coffee</b>	1. Your cup holds a different quantity of coffee to the preset amount.  2. The dosing memory has been used to change the dose.	1. Adjust the dose using the dosing memory feature (see page 15).  2. Use the dosing memory feature to adjust the dose to your desired amount (see page 15).

# TROUBLESHOOTING GUIDE

Problem	Possible cause(s)	Solution(s)
Steam is venting from the drip tray	1. Water is being purged through the machine to reduce operating temperature ready for the next coffee	1. This is not cause for concern. This will automatically stop when the machine has finished purging.
My coffee is not hot enough	1. Filter holder is not pre-heated.	1. Prime machine. (see page 8).
	2. Cup or mug is not pre-warmed.	2. Warm cup (see page 8). You can also place your cups warm on the cup warming plate.
	3. You may prefer your coffee extra hot.	3. Use the temperature boost feature. (see page 16).
After frothing milk, my milk is not foamy	1. Milk is not cold or fresh enough.	1. It is easier to make froth using cold semi-skimmed milk in a stainless steel jug.
	2. Steam wand is blocked with milk residue.	2.1. Clean steam wand (see page 19, fig 7-8). 2.2. Descale (see page 20).
My coffee has no crema	1. The cup filter is blocked because the coffee grind is too fine.	1.1 Ensure you are using setting 3-5 on the Dualit coffee grinder or use a pre-ground coffee suitable for espresso machines. 1.2. Clean cup filter (see page 18, fig 4). 1.3. Remember to use filter papers. These can help to prevent filter blockages. These are available directly from <a href="http://www.dualit.com">www.dualit.com</a> or Dualit sales on 01293 652 500 (UK delivery only).
	2. Ground coffee is not fresh.	2. Ground coffee only has a three-day shelf-life. Grind only the amount of beans that you need.
	3. The coffee grind is too course.	3. Ensure you are using setting 3-5 on the Dualit coffee grinder or use a pre-ground coffee suitable for espresso machines.
My machine clicks when auto dosing is selected	1. The valve is opening to allow water to flow through the thermobloc	1. This is not cause for concern it is part of the operation of the machine.

# TROUBLESHOOTING GUIDE

Problem	Possible cause(s)		Solution(s)
My coffee is weak	1. The volume of coffee dispensed is too high.		1. Ensure you are using the correct type and strength of coffee for the type of drink you are making. See page 25 for recipes and max dispensing table.
	2. You like your coffee extra strong.		2. Use the double espresso dose to make a single coffee.
	3. When using NX adaptor: Dried coffee on the filter plate.		3. Use the filter pin to remove the dried coffee.
	4. When using NX adaptor: The NX adapter is not fully locked in position.		4. Locate and fully lock the holder. (see page 12, fig 1).
	5. When using NX adaptor: Damaged seal		5. For spare parts contact the Dualit customer helpline on +44 (0)1293 652 500 (09:00 to 17:00 Monday to Friday).
Problem	Test	Result	Solution(s)
No coffee flowing when using the NX adaptor	THE NX ADAPTOR TEST Dispense water through the NX Adaptor. Ensure NO capsule is inside.	No water	1. Water tank is not correctly seated in position. Locate water tank (see page 8, fig 1).
		Water in drip tray	1. The showerhead and NX adaptor may be blocked. Descale your machine with the NX adaptor locked in place. (see page 20)
		Water flow improves	1. The coffee in the capsule is stale. Only remove capsules from the flow bag when ready to use.  2. We recommend only the use of Dualit NX capsules.

# GUARANTEE

This appliance is of excellent quality and construction. However, if any defects in materials or workmanship do appear during the relevant guarantee period, we will, at our discretion, either repair or replace the defective parts, free of charge, subject to the terms and conditions of our Guarantee shown below.

This Guarantee covers both parts and labour. Carriage is not included.

Your guarantee period is as follows:

- 1 year

This Guarantee provides benefits which are additional to, and do not affect, your statutory rights. This Guarantee does not cover the cost of returning the product to the dealer from whom it was purchased or to ourselves. This Guarantee applies only to products sold and located in mainland Great Britain. It does not cover liability in respect of or replacement of plugs, cables or fuses and also does not cover defects due to:

- Failure to use or maintain product in accordance with Dualit's instructions.
- The product being connected to an unsuitable electricity supply.
- Accidental damage to or abuse or misuse of the product.
- The product modified except by Dualit or approved agent.
- Dismantling of or interference with the product.
- Theft or attempted theft of the product.

Before returning any product under this Guarantee, please check that:

- You have followed the product instructions correctly.

- Your mains electricity supply is functional.
- The defect is not due to a blown fuse.

If you wish to claim under this Guarantee you should:

- Send the product, postage or carriage paid, to the dealer from whom it was purchased.
- Ensure that the product is clean and packed carefully (preferably in its original carton).
- Enclose details of your name, address and telephone number and when and where the product was purchased, together with proof of purchase (e.g. a till receipt).
- Give exact details of the nature of the defect.

This Guarantee does not cover any other claims whatsoever, including, without limitation, any liability for incidental, indirect or consequential damage, nor does it cover any claims for conversion or modification or for the costs of repair carried out by any third party without the prior consent of Dualit. If replacement parts are fitted to the product this will not extend the period of the Guarantee.

For further advice contact the Dualit customer helpline on +44 (0)1293 652 500 (09:00 to 17:00 Monday to Friday).

Alternatively, email Dualit at [info@dualit.com](mailto:info@dualit.com) or visit [www.dualit.com](http://www.dualit.com)

# Dualit®

## NX COFFEE CAPSULES & ESE COFFEE PODS



EXPLORE THE WORLD OF COFFEE AT  
[WWW.DUALIT.COM/COFFEE](http://WWW.DUALIT.COM/COFFEE)

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